

Power Quality Education Services and Support

An offering of EPRI CSG, Inc.



EPRI offers training programs designed to answer your customers' power quality concerns and take advantage of business opportunities.

What will it take to succeed in today's competitive energy services market? Technical know-how is essential. New technologies will continue to shape many of tomorrow's competitive opportunities. But having an insider's knowledge of advanced and emerging technologies is just the beginning. These days you need broad experience in the industry to know exactly how to best capitalize on new technologies, trends, and market intelligence.

You can obtain this knowledge and experience by sponsoring training courses for your employees and customers with EPRI *Power Quality Education Services and Support*. This opportunity leverages resources from an EPRI matching fund, while providing you with the capability to train large numbers of employees or customers at your facility or customer site. It also offers the flexibility to combine any of the classes and custom-design a curriculum that meets your specific needs.

Today's commercial, industrial, and residential customers have greater power quality concerns than ever before. Minor power disturbances that would have gone unnoticed a few years ago can now damage sensitive computer-controlled machinery, impact productivity and worker safety, and shut down ordinary household appliances. You

Innovative and Targeted Training

Learn How to Capitalize on New Technologies, Trends, and Market Intelligence

can best serve your customers by keeping up-to-date and gaining hands-on experience through EPRI's training courses and workshops. These classes provide information on building an effective power quality program, creating partnerships with customers, and troubleshooting and resolving power quality problems.

CHOOSE FROM DOZENS OF EPRI POWER QUALITY TRAINING COURSES AND WORKSHOPS

to meet the unique needs of your own business as well as the customers you serve. Classes are designed to help you establish the best power quality program and select the most suitable technologies for your system and customers and can be provided for groups of approximately 10 to 25 participants. Courses can be conducted at the EPRI Power Electronics Applications Center (PEAC) in Knoxville, Tennessee, the EPRI Nondestructive Evaluation (NDE) Center in Charlotte, North Carolina, or at you or your customers' site.

EPRI's Power Quality training courses and workshops target three distinct areas: technical expertise, business and marketing development, and specific customer segments. You can mix and match as many of these courses as you choose to suit your particular needs. You can also select from a variety of topics to develop a program that may consist of one customized course, a series of courses, or one or more large training sessions.

Examples of technical training courses are "State-of-the-Art Power Quality Monitoring," "Contemporary Topics in Power System Harmonics," and "Analyzing Power Quality Problems Using Simulation Analysis."

Business- and marketing-oriented courses include “Using *PQWeb* to Provide Power Quality Information Over the Internet,” “Analyzing the Economics of Improving Power Quality,” and “What Electric Utility Executives Should Know About Power Quality.”

Customer-related courses include “Power Quality in the Industrial Environment,” “Power Quality Training for Commercial Customers,” and “Industry-Specific Power Quality Training.”

YOU CAN BUILD REVENUE AND ENHANCE CUSTOMER SATISFACTION by providing innovative and targeted training as part of your power quality program. EPRI can help your staff become experts in power quality variations as well as their causes, possible impacts, and best mitigation measures. From basic training information on power quality technologies to contracting guidelines and sophisticated marketing techniques, you can take advantage of a complete package of state-of-the-art knowledge and customer service tools to put your successful program in place. Through EPRI you also have access to emerging power quality business opportunities, products, and services that will help you gain and maintain competitive advantage.

YOU RECEIVE PREFERENTIAL ACCESS to Power Quality Education Services and Support activities when you fund EPRI Power Quality Targets. More information about EPRI Power Quality activities can be found under the “Targets” tab on the EPRI 2000 Offering CD-ROM.


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